1	2	3	4	5	6
		Tuli paper mill	256BB	336	228
		Tulitown	256AA	368	270
			TOTAL:	7288	6190
6.	MON				
		Aboi	256B	152	25
		Mongkolemba	SBM	1000	859
		Naginmora	256AB	336	223
		Tizit	256AB	336	202
		Wakching	256B	120	79
			TOTAL	1944	1388
7.	PHEK				
		Chisami	AN RAX	248	129
		Chazuba	256AB	336	170
		Melori	256BB	304	251
		Pfutsero	SBM	616	367
		PheK	SBM	1000	657
			TOTAL:	2504	1574
8.	TUENSANG				
		Longkhim	AN RAX	248	145
		Longleng	256B	152	17
		Samalore	256B	152	32
		Tuensang	SMB	1000	970
		Noklok	256B	152	4
			TOTAL:	1704	1168
9.	WOKHA				
		WOKHA	1.5K SBM	1500	1205
		DOYANG	256A	184	33
			TOTAL:	1684	1238
10.	ZUNHEBOTO				
		AGHUNOTO	256B	152	104
		AKULOTO	256AA	368	241
		SATAKA	256B	152	125
		ZUNHEBOTO	1.5K SBM	1512	1132
			TOTAL:	2184	1602
		GRAND TOTAL: (55 Exchanges)		59260	46332

Telephone connections to ADC and SDO

912. SHRI T.R. ZELIANG: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government are aware that there is a policy to provide telephone connections to all the ADCs and SDOs civil headquarters in the North-East; and

(b) if so, by when, this policy would be implemented in *toto?*

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICA-

TIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Sir, presumably the question relates to provision of service telephone connection to ADCs and SDOs civil headquarters in North-East Region. This presumably is a policy matter of State Government who determines the nature of facilities required for improving communication system and consequently good governance.

(b) Does not arise in view of (a) above.

Performance of MTNL and BSNL

913. SHRI PYARELAL KHANDELWAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government had made any comparative study and assessment of the performance of MTNL, BSNL, *vis-a-vis* Reliance, Airtel, Hutch, etc.;

(b) if so, the details thereof;

(c) whether there is need for any study to ascertain as to why consumers are compelled to surrender the landline telephones; and

(d) the details of surrendered telephones in Delhi and Mumbai during the last three years?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) Yes, Sir. TRAI is monitoring quality of service performance of all cellular operators on quarterly basis. The comparative statements of performance of all the cellular service providers for quarter ending March, 2004 are given in Statement-I (*See* below).

(c) As per the study conducted by MTNL and general feedback available in BSNL, the reasons for surrender of telephones are attributable to following reasons:

(i) Closure of office/company and other economic reasons including low business/reduction in manpower.
(ii) Shifting of office/company/residence.
(iii) Surrender of multiple landline telephone connections due to better service as well as shifting to mobile telephones.
(iv) Default of payment of telephone bills.
(v) Perception of high monthly rental.
(vi) Some churning of telephones always takes place when other operators enter in the field.

(d) Number of telephones surrendered in MTNL during the last three years is given at Statement-II.